

3. SERVICE MANAGEMENT

3.1. SERVICE LEVEL MANAGEMENT

DTS will manage service levels defined in SLAs to ensure the agreed upon levels of services are delivered to customers and that any adverse impact on service quality or availability is kept to a minimum.

3.2. SERVICE LEVEL OBJECTIVES

[SLA - Guidance & Instructions.doc - G3_1](#)

The specific service expectations that will be regularly monitored, measured, reported and managed, descriptions of how the service expectations will be measured and the acceptable level of performance for each expectation are specified in Schedule E. The following sections describe the format of Schedule E.

3.2.1. Service to be measured

[SLA - Guidance & Instructions.doc - G3_2](#)

This is the title of the service, to be used on the service level reports.

3.2.2. Service measurement

[SLA - Guidance & Instructions.doc - G3_3](#)

This is the title of the measurement attribute for the SLO, which is the title to be used on the service level reports.

3.2.3. Monitoring/data capturing method

This column contains the specifics of the DTS method/tool for monitoring and capturing the data that will allow the DTS to calculate its actual performance to the service level objective.

The customer may also monitor the DTS performance to all the service expectations documented in the Schedule B, SLA, DTS obligations. The customer will document perceived non-compliance for discussion with DTS.

3.2.4. Performance calculation method

This contains the method for calculating the performance measurement. Definitions of terms used in this column are under development. The results of this calculation will be used as the actual performance measurement on the service level reports.

3.2.5. Acceptable level of performance

The agree-upon level at which the DTS is to perform the specific service is documented in this column. Reported actual performance measurements that are below the performance expectation level will be considered non-compliance of an SLO. This performance expectation will be used on the service level reports.

3.2.6. Effective date for performance expectation to be met

The DTS may not be able to report on all the service level objectives at the beginning of the service periods. The effective date is the date when the DTS is expected to provide the item on the monthly service level report and meet the performance expectation.

3.3. SERVICE LEVEL REPORTING

The DTS plans to report monthly on actual performance to the SLOs in Schedule E. The report(s) will cover the actual performance achieved, compared with expected performance for each service objective. When available, the report(s) are to be provided within one calendar month plus ten working days after the end of each month.

A description of the incidents for the reporting month, as appropriate, will be included for every SLO in Schedule E. The description will include the incident, a brief description including a reference to the incident report and/or change request, if applicable, and, for availability calculations, the number of minutes the incident represented. When available, the current month's report and all past reports will be available on the DTS website, currently under development.

3.4. SERVICE REVIEW MEETINGS

[SLA - Guidance & Instructions.doc - G3_5](#)

The DTS shall participate in meetings with the customer to discuss/review performance and other topics on a mutually-agreed upon schedule, or on an ad-hoc basis, depending on customer preference. These meetings will be coordinated by Customer Delivery staff.

3.5. ACTIONS WHEN SERVICE EXPECTATIONS NOT MET

When a service expectation, either a measured SLO or an obligation as documented in Schedules B and C, is not met, the agency not meeting the expectation will develop and implement a Service Improvement Plan (SIP) for ensuring that such non-performance not reoccur. The status of these SIPs may be discussed in the service review meeting, or at a specially-scheduled meeting. This process is under development.